

# ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

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IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER 09/28/2018		2. CONTRACT NO. (If any) 68HE0H18A0005		6. SHIP TO:	
3. ORDER NO.		4. REQUISITION/REFERENCE NO.		a. NAME OF CONSIGNEE Indicated on call	
5. ISSUING OFFICE (Address correspondence to) HPOD US Environmental Protection Agency William Jefferson Clinton Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460				b. STREET ADDRESS	
				c. CITY	e. ZIP CODE
7. TO: Brad Leon				f. SHIP VIA	
a. NAME OF CONTRACTOR ACCESS INTERPRETING INC.				8. TYPE OF ORDER	
b. COMPANY NAME				<input type="checkbox"/> a. PURCHASE REFERENCE YOUR:  <input type="checkbox"/> b. DELIVERY Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
c. STREET ADDRESS 1100 H STREET NW, SUITE 440					
d. CITY WASHINGTON		e. STATE DC	f. ZIP CODE 200055480		
9. ACCOUNTING AND APPROPRIATION DATA Indicated on call				10. REQUISITIONING OFFICE HPOD	

11. BUSINESS CLASSIFICATION (Check appropriate box(es)) <input checked="" type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. SERVICE-DISABLED VETERAN-OWNED <input type="checkbox"/> g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM <input type="checkbox"/> h. EDWOSB				12. F.O.B. POINT Destination	
13. PLACE OF a. INSPECTION Destination		b. ACCEPTANCE Destination		14. GOVERNMENT B/L NO.	
				15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) Indicated on call	
				16. DISCOUNT TERMS Indicated on call	

## 17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	GSA Contract #: GS-10F-0372X DUNS Number: 809104529					
	Continued ...					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages)	
	21. MAIL INVOICE TO:							
	a. NAME Indicated on call						\$0.00	
	b. STREET ADDRESS (or P.O. Box)							
c. CITY						d. STATE	e. ZIP CODE	\$5,000,000.00

22. UNITED STATES OF  
AMERICA BY (Signature)

09/28/2018

ELECTRONIC  
SIGNATURE

23. NAME (Typed)  
Tracey Williams  
TITLE: CONTRACTING/ORDERING OFFICER

ORDER FOR SUPPLIES OR SERVICES  
SCHEDULE - CONTINUATION

PAGE NO  
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IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER  
09/28/2018

CONTRACT NO.  
68HE0H18A0005

ORDER NO.

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Admin Office: HPOD US Environmental Protection Agency William Jefferson Clinton Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460 Period of Performance: 10/01/2018 to 09/30/2023					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

\$0.00

**PERFORMANCE WORK STATEMENT**  
**EPA Sign Language Interpreting Services**  
**10/01/2021 – 09/30/2022**

(a) BPA NUMBER **68HE0H18A0005**

(b) NAME OF CONTRACTOR **ACCESS INTERPRETING, INC.**

(c) EXPIRATION DATE OF BPA **09/30/2023**

(d) TYPE OF SERVICES/SUPPLIES - Sign language interpreters will provide interpreting services to EPA employees agency-wide, as well as the general public. Services include basic sign language, scientific sign language, oral, tactile, close-vision, certified deaf interpreting, cued speech in person or via a video conference platform.

(e) CALL NUMBER AND DATE OF CALL -

(f) NAME OF INDIVIDUAL PLACING CALL –

(g) DESCRIPTION OF SERVICE/SUPPLIES ORDERED - The Call Order provides EPA Deaf and Hard of Hearing employees agency-wide sign language interpreting services.

**Basic and Scientific Interpreting Services**

Cover experienced sign language interpreting services providers that will serve Deaf and Hard of Hearing (D/HH) employees and the general public. Services include basic sign language and scientific sign language interpreting. The service providers will primarily deliver service during the business day and hours Monday-Friday 6:30 AM – 6:30 PM (local time). The hours would be approximately 12,731.

- All interpreters shall meet the following requirements:  
Meet all the certification requirements recognized by the National Registry of Interpreters for the Deaf (RID) and the National Association for the Deaf (NAD) for levels 4 or 5 only. Reference: <http://www.rid.org/rid-certification-overview>; any other certification required to perform other language specialties, i.e., TECUnit ([www.tecunit.org](http://www.tecunit.org)).
- Fluent in sign language on the entire sign language continuum to effectively facilitate communication between D/HH employees and hearing employees;
- Able to perform a least one of the following and meet the corresponding national certification for each specialization, if any: (1) interpret voice to sign, (2) interpret sign to voice, (3) oral transliteration, (4) tactile, (5) close-vision, and (6) cued speech; and certified deaf interpreting
- Able to accurately interpret in a wide variety of employment settings, including (but not limited to) those that require specialized, technical, legal, scientific, medical, library, and information technology vocabulary, job interviews, performance evaluation discussions, staff and technical meetings, panel reviews, formal scientific conferences, and ceremonies. The interpreting assignments cover a broad range of technical subjects, including but not limited to environmentally-related scientific material, information technology, and general professional workplace discussions.

- Familiarity with government vernaculars.
- Able to keep pace with multiple communications in conferences, meetings, seminars, and training classes.
- Able to negotiate with speakers to mediate pace of communication as necessary and appropriate, or voice interpret when a D/HH person(s) speech is not easily understood;
- Able to extrapolate, emphasize, and summarize information within context when dealing with complicated concepts and idioms.
- Working knowledge of and adhere to the tenets of the RID and NAD Code of Professional Conduct<sup>1</sup>, which includes:
  - Standards of confidential communication;
  - Skills and knowledge required for the specific interpreting situation;
  - Show respect for consumers, colleagues, interns, and students of the profession;
  - Maintain ethical business practices and pursue continuing education and professional development.
- Knowledge of the diverse cultures within the EPA D/HH community to effectively work as an interpreter; able to prepare for each interpreting assignment, including the knowledge needed to assist in setting up an environment that is conducive to meeting the communication needs of both the hearing and deaf consumer; knowledge of commonly used EPA terminology and acronyms;
- Able to effectively assess the language needs of the deaf consumer; in certain circumstances, color-appropriate attire may be necessary.
- Able to apply the analytical skills necessary to determine which communication modes the Deaf consumer is utilizing.
- Accountable to the Contractor, who, in turn, shall be responsible to the Government, which has the authority to make additional requirements.
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### **CART Reporting Remote and On-site Services**

Cover experienced Computer Access Real-time Translation (CART) service providers to serve the D/HH employees and the general public. CART writers will primarily provide service remote and onsite services on an as-needed basis. The hours would be approximately 2,145.

The vendor shall provide a link to a streaming site for real-time captioning. The proposal should include the capability for real-time captioning that does not create a permanent record when required. The application must have a chat feature included, which allows the client to communicate with the captioner in real-time. CART writers must provide CART services in the EPA's enterprise video conference platforms such as MS Teams, MS Live Event, Zoom for Government.

All qualified CART reporters (for On-Site and Remote) must meet the following requirements:

- Demonstrate knowledge, skills, and abilities in the Core Competency areas defined by the National Court Reporters Foundation.
- Certified CART Provider (CCP);

- Able to provide small venue CART services to be used by D/HH staff, patients, and visitors; report various medical, scientific, and technical terms proficiently;
- Furnish all D/ HH consumers with a draft digital version of the CART transcription upon completing the assignment if requested.
- Provide real-time translation and an unedited version of the transcript to the consumer upon request.

**Additional Sign Language Interpreting Services** - Services cover experienced sign language interpreting services and Video Remote Interpreting (VRI) providers that will serve approximately 20 D/HH employees, as well as the general public. Services include basic sign language and scientific sign language interpreting: On-call after-hours weekdays, weekends, holidays, and Government closure on an as-needed basis. The approximate hours will be 150.

**a. Video Remote Interpreting (VRI)**

The Contractor shall have the ability to provide scheduled and on-demand VRI in person; face-to-face interpreters are not possible (typically for a last-minute meeting or a meeting that will only last for 15-20 minutes). The Contractor shall have a VRI system to provide optimized video quality on their end with software compatible with Federal Government Information Security requirements. The same standards and requirements for physical sign language interpreting services shall apply to VRI services.

When the sign language interpreter cannot arrive on time, the Contractor must make VRI available at no additional cost. Providing VRI will not be considered a replacement for physical interpreters and will not count toward the success rate, as discussed in Attachment 1, Quality Assurance Surveillance Plan.

When the Government is closed due to inclement weather or the employee must use unscheduled telework, the Contractor shall provide VRI services at no additional costs for scheduled meetings.

**b. VRI Interpreters (shall meet the consistent requirements as "live" interpreters):**

- Meet all the certification requirements recognized by the National Registry of Interpreters for the Deaf (RID) and the National Association for the Deaf (NAD) for levels 4 or 5 only. Reference: <http://www.rid.org/rid-certification-overview>; any other certification required to perform other language specialties, i.e., TECUnit ([www.tecunit.org](http://www.tecunit.org)).
- Fluent in sign language on the entire sign language continuum to effectively facilitate communication between D/HH employees and hearing employees;
- Able to perform a least one of the following and meet the corresponding national certification for each specialization, if any: (1) interpret voice to sign, (2) interpret sign to voice, (3) oral transliteration, (4) tactile, (5) close-vision, and (6) cued speech; and certified deaf interpreting
- Able to accurately interpret in a wide variety of employment settings, including (but not limited to) those that require specialized, technical, legal, scientific, medical, library, and information technology vocabulary, job interviews, performance evaluation discussions,

staff and technical meetings, panel reviews, formal scientific conferences, and ceremonies. The interpreting assignments cover a broad range of technical subjects, including but not limited to environmentally-related scientific material, information technology, and general professional workplace discussions.

- Familiarity with government vernaculars.
- Maintain pace with multiple communications in conferences, meetings, seminars, and training classes.
- Negotiate with speakers to mediate pace of communication as necessary and appropriate, or voice interpret when a D/HH person(s) speech is not easily understood;
- Able to extrapolate, emphasize, and summarize information within context when dealing with complicated concepts and idioms.
- Working knowledge of and adhere to the tenets of the RID and NAD Code of Professional Conduct<sup>2</sup>, which includes:
  - Standards of confidential communication;
  - Skills and knowledge required for the specific interpreting situation;
  - Show respect for consumers, colleagues, interns, and students of the profession;
  - Maintain ethical business practices and pursue continuing education and professional development.
- Knowledge of the diverse cultures within the EPA D/HH community to effectively work as an interpreter; able to prepare for each interpreting assignment, including the knowledge needed to assist in setting up an environment that is conducive to meeting the communication needs of both the hearing and deaf consumer; knowledge of commonly used EPA terminology and acronyms;
- Able to effectively assess the language needs of the deaf consumer; in certain circumstances, color-appropriate attire may be necessary.
- Apply the analytical skills necessary to determine which communication modes the Deaf consumer is utilizing.
- Accountable to the Contractor, who, in turn, shall be responsible to the Government, which has the authority to make additional requirements.

#### (h) PERFORMANCE REQUIREMENTS

- Periodically, the Contractor a request will submit to provide interpreters in situations with less than one business day's notification. The Contractor shall provide an interpreter at the scheduled time and location of the assignment in urgent situations.
- The interpreter shall arrive at scheduled assignments at least 15 minutes before the start of the assignment, concurrent with general interpreting standards. If the Contractor fails to arrive ready to work by the beginning of the scheduled meeting time, the Government may deduct a half-hour of the hourly rate from the total price of the scheduled meeting.

#### (i) PERFORMANCE STANDARDS

The EPA COR will conduct surveys of EPA employees who have received services using the Customer Satisfaction Feedback Form and solicit feedback on an ongoing basis.

(j) QUALITY ASSURANCE SURVEILLANCE PLAN

The Contractor shall continually monitor the quality of interpreting services, including internal monitoring, identifying problems and deficiencies, and effectively alleviating them or reporting them to the PM/COR when appropriate to ensure seamless delivery of services daily. The Contractor shall propose to meet these stated quality standards and shall articulate how it will achieve and monitor reach, and present additional quality standards for the COR to consider.

(k) EDD - Estimated Delivery Date 10/01/2021 – 09/30/2022

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